

ZOË GLATT

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I am a digital anthropologist and intersectional feminist researcher with interests in platformised cultural industries and labour, social media and influencer cultures, and digital ethnographic methods.

EDUCATION

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE (LSE)

ESRC PhD Researcher, Department of Media & Communications

Sept 2017 - March 2023 (maternity leave March 2021-22)

- Conducting a 6-year (2017-2023) **multi-sited ethnography of the UK and L.A. influencer industries**. Researching the **platformisation of creative labour** and heightened conditions of **precarity and inequality** for cultural workers.
- Using qualitative methods, including online/offline participant observation, interviews and autoethnography in the form of posting vlogs on YouTube: www.youtube.com/zedstergal
- Supervisors: Professors Sonia Livingstone and Sarah Banet-Weiser

GOLDSMITHS UNIVERSITY

Master of Arts, Digital Media (Distinction)

2015 - 2017, part-time

- Specialising in feminist and critical political-economic approaches to social media.
- Dissertation title: **The Commodification of YouTube Vloggers** (available [here](#))

SCHOOL OF ORIENTAL AND AFRICAN STUDIES (SOAS)

Bachelor of Arts, Social Anthropology (1st Class Honours)

2010 - 2013

- Specialising in social theory, anthropological approaches to new media and ethnography of South Asia.
- Dissertation title: **Nerdfighteria: An Anthropological Study of Identity Formation and Collaboration in a YouTube Community** (available [here](#))

PUBLICATIONS

Glatt, Z. (forthcoming). #ToxicRelatability: The intimacy double bind for marginalised creators in the influencer industry. *European Journal of Cultural Studies*, Special Issue on Freelance Feminism, edited by Rosalind Gill, Jo Littler and Hannah Curran-Troop.

Banet-Weiser, S. and Glatt, Z. (forthcoming). "'Stop Treating BLM like Coachella": The Branding of Intersectionality' in Nash, J and Pinto, S. (eds.) *The Routledge Companion to Intersectionality*. New York, USA.

Glatt, Z. (forthcoming). 'Precarity, discrimination and (in)visibility: An ethnography of "The Algorithm" in the influencer industry' in Costa, E., Lange, P., Haynes, N. and Sinanan, J. (eds.) *The Routledge Companion to Media Anthropology*. New York, USA: Routledge.

Glatt, Z. (forthcoming). "'We're all told not to put our eggs in one basket': Uncertainty, precarity and cross-platform labor in the online video influencer industry'. *International Journal of Communication*, Special Issue on Media and Uncertainty.

Glatt, Z. and Banet-Weiser, S. (2021). 'Productive ambivalence, economies of visibility and the political potential of feminist YouTubers' in Cunningham, S. and Craig, D. (eds.) *Creator Culture: Studying the Social Media Entertainment Industry*. New York, USA: NYU Press.

Glatt, Z. (2019). Book review: *Social Media Entertainment: The New Intersection of Hollywood and Silicon Valley* by Stuart Cunningham and David Craig. *New Media & Society*. DOI: 1461444819877816

Glatt, Z. (2019). Book review: *(Not) Getting Paid to Do What You Love: Gender, Social Media, and Aspirational Work* by Brooke Erin Duffy. *Convergence: The International Journal of Research into New Media Technologies*. DOI: 1354856519835129.

CONFERENCE PRESENTATIONS

(On maternity leave March 2021-22)

2022 "'I didn't make enough money, it was too stressful, and it killed my creativity": Uncertainty, precarity and inequality in the influencer industry'. *Global Perspectives on Platforms and Cultural Production*. University of Amsterdam, 1st-2nd June 2022.

Panel moderator: 'Gender & Labour' and 'Supressing Sex' panels. *Global Perspectives on Platforms and Cultural Production*. University of Amsterdam, 1st-2nd June 2022.

Workshop Co-Leader: 'Futures of Work' with Nancy Baym, Brooke Erin Duffy, Stuart Cunningham and Elaine Zhao. *Creator Studies Workshop*. University of Amsterdam, 31st May 2022.

'Digital Ethnography: Methods for Networked Worlds' Blue Sky Workshop with Jeffrey Lane, Melissa Aronczyk, Alberto Lusoli, Will Marler, Mirca Madianou, Caitlin Petre, Jabari Evans, Miao Lu and Frederik Lesage. *International Communication Association (ICA)* conference. Paris, 25th-30th May 2022.

2021 "'We're all told not to put our eggs in one basket": The extension of the neoliberal worker subject in the online video industry'. *European Communication Conference (ECCREA): Communication and trust: building safe, sustainable and promising futures*. University of Minho, Braga, 6th-9th September 2021 [DELAYED DUE TO COVID-19]

2020 'The failed promise of diversity and meritocracy: An intersectional analysis of the influencer community-industry'. *New Directions in Feminist Thought: In Times of Urgency, Anger and Activism*. London School of Economics, Goldsmiths University and City University's Gender and Sexualities Research Centre, 10th November 2020.

'Old Scholarship, New Life' fishbowl session with Nancy Baym, Annette Markham, Tarleton Gillespie, Dylan Mulvin and Rachel Bergmann. *Association of Internet Researchers (AoIR) virtual conference*, 16th-25th October 2020.

'Are you advertiser and family friendly? Productive ambivalence, economies of visibility and the political potential of feminist YouTubers' (co-authored with Professor Sarah Banet-Weiser), 'A good life? Critical feminist approaches to influencer ecologies' panel. *Association of Internet Researchers (AoIR) virtual conference*, 16th-25th October 2020.

Invited speaker: 'The failed promise of diversity and meritocracy: An intersectional analysis of the influencer community-industry'. *Platformed creation: The world of influencers, content creators, and micro-celebrities*. Stanford Ethnography Lab virtual symposium, 16th October 2020.

Workshop Co-Leader: 'Twitter for Anthropologists' Twitter panel #TNELive. LSE Digital Ethnography Collective and The New Ethnographer collaboration, *European Association of Social Anthropologists (EASA) Conference*, 21st July 2020. Available [here](#).

“‘We’re all told not to put our eggs in one basket’”: The extension of the neoliberal worker subject in the online video industry'. *Media Industries 2020: Global Currents and Contradictions conference*. Kings College London, 16th-18th April 2020 [CANCELLED DUE TO COVID-19]

'Productive ambivalence, economies of visibility and the political potential of feminist YouTubers' (co-authored with Professor Sarah Banet-Weiser). *Algorithms for Her?* Kings College London, 17th January 2020

'Becoming a YouTuber: Autoethnographic explorations of the online video industry'. *Methodologies for Screen Industries Research*. University of the West of England (UWE), Bristol, 15th January 2020

'The extension of the neoliberal worker subject in the online video industry'. *Lisbon Winter School*. Universidade Católica Portuguesa, Lisbon, 7th-11th January 2020

2019 'Aspirations, Audiences and Algorithms: Autoethnographic explorations of becoming a YouTuber'. *Association of Internet Researchers (AoIR) conference*. Queensland University of Technology, Brisbane, 2nd-5th October 2019

Invited panellist: 'Monster thinking session – EduTube' *Young, Connected, Creative 2019: Trust, Young People and Digital Media (AoIR pre-conference)*. Queensland University of Technology, 1st October 2019

Panel moderator: 'Platform Imaginaries' Connected Life 2019 conference. Oxford Internet Institute & London School of Economics, 24th & 25th June 2019

'Becoming a YouTuber: Autoethnographic explorations of the platform environment'. *Digital ⇌ Culture 2019 conference (Digital Culture Research Network)*. University of Nottingham, 10th May 2019

2018 **Panel moderator:** 'Youth Voices & YouTube' panel discussion. *MIL Cities in the Era of Algorithms, UNESCO Global Media and Information Literacy Week*. University of Latvia, 26th October 2018

'A multi-sited network ethnography of aspiring and professional YouTube content creators'. *Seminar on Childhood and Youth Culture on YouTube*. University of Copenhagen, Denmark, 24th/25th May 2018

WORKSHOPS & SEMINARS

2022 UNIVERSITY OF EXETER

Invited speaker: “‘We all have the power to help create the world we want’”: The failed promise of diversity and meritocracy in the influencer industry'. Communications programme research seminar series, 30th March 2022 [POSTPONED DUE TO STRIKE]

2021 LSE DIGITAL ETHNOGRAPHY COLLECTIVE/RUTGERS DIGITAL ETHNOGRAPHY WORKING GROUP

Interviewer: Co-organiser and interviewer for book talk about Angèle Christin's 'Metrics at Work: Journalism and the Contested Meaning of Algorithms', alongside Jeffrey Lane and Melissa Aronczyk (Rutgers), 12th February 2021.

UNIVERSITY OF LUCERNE

Invited workshop leader: presented to PhD students in the Department of Social and Cultural Anthropology on how to conduct digital ethnographic research alongside Professor Danny Miller (UCL), 29th January 2021.

GENDER AND SEXUALITIES RESEARCH CENTRE (GSRC), CITY UNIVERSITY

Invited panellist and workshop leader: presented on conducting 'Feminist Digital Ethnography' and participated in roundtable alongside with Francesca Sobande (Cardiff) and Ingrid Brudvig (Cape Town). Organised by Laura Favaro and Hannah Troop-Curran, in association with the LSE Digital Ethnography Collective. *GSRC's Advanced feminist research methods and skills seminar series*, 25th January 2021.

2020 DIGITAL ETHNOGRAPHY RESEARCH CENTRE, RMIT

Invited interviewee: Interviewed by Marissa Willcox about digital ethnography during COVID-19 and my research on the labour of content creators in the online video industry for their #DERC30 series, 5th August 2020. Watch [here](#).

THE GRADUATE INSTITUTE GENEVA

Invited workshop leader: 'Doing fieldwork online' Zoom seminar. *Anthropology & Sociology (ANSO) PhD Summer Online Seminar Series*, 14th July 2020.

THE UNIVERSITY OF WARWICK

Invited speaker: "Help! My field-site has evaporated, what do I do now?" Zoom seminar. *The Ethnography Circle*, 30th April 2020.

THE NEW ETHNOGRAPHER

Invited panellist: 'Conducting digital ethnography during a pandemic' Twitter panel. *The New Ethnographer #TNELive*, 9th April 2020.

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE (LSE)

Invited workshop leader: 'What is it like to work in the creative industries?' (social media and television). *Careers in Creative Industries Week*, 14th February 2020

OXFORD INTERNET INSTITUTE (OII), UNIVERSITY OF OXFORD

Invited speaker: "Don't forget to like, subscribe and turn on the bell notifications!" An Ethnography of YouTube Creators' Labour'. *The Oxford Digital Ethnography Group (Oll)*, November 2019

2019 LSE DIGITAL ETHNOGRAPHY COLLECTIVE

Workshop leader: 'Using Nvivo for (digital) ethnographic data analysis', October 2019. Watch [here](#).

UNIVERSITY COLLEGE LONDON (UCL)

Invited speaker: 'Autoethnography as a method for studying the online video industry'. *UCL Digital Anthropology seminar series*, 19th February 2019

BA/MA TEACHING EXPERIENCE

Associate Fellow of the Higher Education Academy (awarded PGCert July 2020)

2020 CARDIFF UNIVERSITY BA Media, Journalism and Culture

Guest Lecturer: 3rd year module '(Me)me, Myself and I: The Power and Politics of Digital Remix Culture and Online Inequalities' run by Dr Francesca Sobande on the topic 'Digital Influencers: The Rise of YouTubers and (Micro)celebrities' (November 2020)
Available to watch [HERE](#)

GOLDMITHS UNIVERSITY BA Social Anthropology

Guest Lecturer: 3rd year module 'Digital Anthropology' run by Dr Elena Gonzalez-Polledo on the topic of 'The Anthropology of Social Media' and my own ethnographic work on the labour of YouTube content creators (March 2020) [POSTPONED DUE TO STRIKE]

CAMBRIDGE UNIVERSITY MPhil Sociology of Media and Culture

Guest Lecturer: 'Research in Practise' seminar series, run by Dr Ella McPherson on the topic of digital ethnographic methods and the online video industry (March 2020) [POSTPONED DUE TO STRIKE]

2019 GOLDMITHS UNIVERSITY BA Media and Communications

Associate Lecturer: 2nd year module 'Television and After' run by Dr Vana Goblot. Teaching two seminar groups (36 students) and marking essays and presentation assessment. Delivered lecture on 'Television and Promotional Culture' on topics of YouTube, influencer marketing, authenticity and intimacy (Autumn Term 2019)

2018 UNIVERSITY OF LIVERPOOL (LONDON CAMPUS) MSc Strategic Communications

Guest Lecturer: 'Digital and Social Media Communication' module run by Dr Wallis Motta on the topic of branding collaborations of YouTube content creators (December 2018)

UNIVERSITY OF SURREY BSc Media and Communications

Guest Lecturer and Seminar Leader: 3rd year module 'Data and the Digital in Platform Societies' run by Dr Ranjana Das on the topic of issues around platforms, algorithms and data for online content creators (December 2018)

LONDON COLLEGE OF COMMUNICATION BA Contemporary Media Cultures

Guest Lecturer and Seminar Leader: 3rd year module 'Digital Screen Cultures' run by Dr Zoetanya Sujon on the topic of intimacy and parasocial relationships in YouTube culture (November 2018)

EMPLOYMENT HISTORY

UNIVERSITY OF SHEFFIELD | CONFERENCE CO-ORGANISER: ALGORITHMS FOR HER 2

June 2022 – January 2023

- Co-organiser of this two-day feminist media studies conference, involved in all aspects including writing CFP, comms for the event and reviewing submissions.

GOLDMITHS UNIVERSITY | ASSOCIATE LECTURER

September - December 2019

- Leading two seminar groups and marking essays and presentation assessment on the BA Media and Communications 2nd year module 'Television and After' run by Dr Vana Goblot and Professor Des Freedman. Delivering lecture on 'Promotional Media'.

COMMUNICATION, CULTURE AND CRITIQUE (ICA JOURNAL) | MANAGING EDITOR

February 2019 - December 2020

Editorial Assistant October 2018 - February 2019

- Managing Editor to Professor Sarah Banet-Weiser. I manage all article submissions on ScholarOne, write summaries and evaluate their appropriateness for the journal. I select reviewers for articles in conjunction with Sarah and manage the review process. Additionally, I am the first point of contact for enquiries, communicate any issues to OUP, and produce the annual report for the journal.

FAIRTUBE CAMPAIGN | EXPERT CONSULTANT

September 2019

- The FairTube Campaign is the world's leading organisation trying to achieve greater fairness, transparency and workers' rights for YouTube creators, in conjunction with the German IG Metall union. In my work as an expert consultant, I shared significant research on the ways in which content creators are subjected to 'algorithmic discrimination' in the form of videos being demonetised, and the troubles that they face in not being able to speak to human advisers when problems arise. They have built these issues into their key proposals to YouTube in their ongoing negotiations <https://fairtube.info/en/>

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE (LSE) | VIDEO PRODUCER/EDITOR

August 2018 – June 2019

- Commissioned to film and edit 13 video interviews with faculty members to supplement the Department of Media and Communications module MC402 The Audience in Media and Communications. View [here](#).
- Commissioned to film and edit 'unboxing' style video for the Virt-EU Research project, exploring the ethics around the Internet of Things: <https://virteuproject.eu/>

AWARDS & FELLOWSHIPS

2020 ESRC CELEBRATING IMPACT PRIZE 2020

Shortlisted for the 'Outstanding Early Career Researcher' category (June 2020)

2019 LSE RESEARCH INFRASTRUCTURE AND INVESTMENT FUND (RIIF)

Awarded funding to support the LSE Digital Ethnography Collective

- 2019 ESRC DOCTORAL TRAINING PARTNERSHIP AWARD
Fully funded PhD at LSE's Department of Media and Communications (2017-2020)
- 2015 THE STATIONERS' COMPANY POSTGRADUATE AWARD 2015
Full scholarship for MA Digital Media. Sole recipient at Goldsmiths University in 2015.

RESEARCH PRESS COVERAGE

- 2022 TIME Chris Stokel-Walker
[Why So Many YouTube and TikTok Stars Want to Sell You a Shirt \(And Maybe a Burger\)](#) (15th April 2022)
- BRAND EINS Johannes Böhme
['Die große Freiheit der Superstars'](#) (25th February 2022)
- 2021 ROLLING STONE UK Amelia Tait
['Whatever happened to the Brit Crew?'](#) (10th December 2021)
- VICE Charli Clement
['TikTok's LGBTQ+ Discourse is Just a Re-Run of Tumblr'](#) (27th January 2021)
- 2020 BUSINESS INSIDER Chris Stokel-Walker
['TikTok creators are paying brokers \\$1,000 to get verified on the app'](#) (1st December 2020)
- CNET Katie Collins
['Charli D'Amelio first person to hit 100 million TikTok followers'](#) (22nd November 2020)
- BBC WORKLIFE Chris Stokel-Walker
['Would you pay to follow an influencer?'](#) (22nd September 2020)
- ONEZERO Chris Stokel-Walker
['It's the Beginning of the End for Independent YouTubers'](#) (16th March 2020)
- FFWD MEDIUM Chris Stokel-Walker
['The Bloodiest Battle in the Shortform Video App War Will Be Fought Through Off-Platform Embeds'](#) (27th January 2020)
- 2019 Stokel-Walker, C. (2019) [YouTubers: How YouTube shook up TV and created a new generation of stars](#). Surrey, UK: Canbury Press. (quoted pp. 171-172)
- THE WASHINGTON POST Abby Ohlheiser
['This app is free and therapy is not: Gen Z will keep using TikTok even if they don't trust it'](#) (15th November 2019)
- FFWD MEDIUM Chris Stokel-Walker
['What's the Deal with Jacob Sartorius's Social Media Proclamations?'](#) (1st October 2019)
- BBC 5 LIVE Nihal Arthanayake
YouTube, social media and information overload - Guest interviewee (10th September 2019)

FFWD MEDIUM Amelia Tait

[‘Why the Fast Forward Button is the YouTube Viewer’s Best Friend’](#) (6th September 2019)

GQ Chris Stokel-Walker

[‘Influencers are now monetising their wedding day’](#) (29th July 2019)

FFWD MEDIUM Chris Stokel-Walker

[‘More Kids Want to Be YouTubers than Astronauts Because Obviously’](#) (17th July 2019)

THE TELEGRAPH Chris Stokel-Walker

[‘Does Jake love Tana? YouTube’s power couple and the dangers of influencer fakery’](#) (26th June 2019)

ESQUIRE Chris Stokel-Walker

[‘How A Desperation For YouTube Fame Ended In Tragedy’](#) (2nd May 2019)

THE WASHINGTON POST Teddy Amenabar

[‘What does Lilly Singh’s NBC late-night show mean for YouTube?’](#) (12th April 2019)

WIRED UK Will Bedingfield

[‘The ethics and effect of YouTube’s fudged Tommy Robinson ban’](#) (5th April 2019)

WIRED UK Chris Stokel-Walker

[‘Banning comments won’t fix YouTube’s paedophile problem. Its algorithm is totally broken’](#) (1st March 2019)

TENEIGHTY MAGAZINE Bob Leak

[‘YouTube Community Reacts to VidCon London 2019’](#) (20th February 2019)

ITV NEWS

[‘James Charles causing gridlock in Birmingham and the popularity of social media celebrities’](#)
TV interview (28th January 2019)

WIRED UK Chris Stokel-Walker

[‘YouTube’s prank ban deepens the expanding rift with its creators’](#) (16th January 2019)

2018 THE GUARDIAN Chris Stokel-Walker

[‘Why YouTubers are feeling the burn’](#) (12th August 2018)

VICE Joe Zadeh

[‘The Lonely Life of a Professional YouTuber’](#) (22nd February 2018)

THE SUN George Harrison

[‘Do scandals ever really knock YouTubers like Logan Paul, PewDiePie and Zoella?’](#) (9th January 2018)

PROFESSIONAL ACTIVITIES AND IMPACT

COMMUNICATION, CULTURE AND CRITIQUE (ICA JOURNAL)

Managing Editor February 2019 - December 2020

Editorial Assistant October 2018 - February 2019

LSE DIGITAL ETHNOGRAPHY COLLECTIVE, Co-Founder and Director

September 2019 ongoing

The [LSE Digital Ethnography Collective](#) is an organisation that hosts fortnightly lectures and workshops about digital ethnographic research, which we also [livestream and archive](#) for wider public consumption. The Collective has garnered international interest, 2300+ Twitter followers, 870+ mailing list members.

ASSOCIATION OF INTERNET RESEARCHERS (AOIR)

Graduate Student Representative and student member, 2019 – 2021.

ASSOCIATE FELLOW OF THE HIGHER EDUCATION ACADEMY

Completed PGCert Summer 2020

ESRC CELEBRATING IMPACT PRIZE 2020

Shortlisted for the 'Outstanding Early Career Researcher' category (June 2020)

PARLIAMENTARY INQUIRY INTO INFLUENCER CULTURE

November 2021

IJoC article "'We're all told not to put our eggs in one basket": Uncertainty, precarity and cross-platform labor in the online video influencer industry' used as evidence for the Digital, Culture, Media and Sport (DCMS) special inquiry into Influencer culture

ARTICLE AND SUBMISSION REVIEWER

New Media and Society, Media International Australia, Association of Internet Researchers annual conference (2019, 2020, 2022)

YOUTUBE CREATOR

June 2018 ongoing

I'm passionate about academic communications and research impact beyond the academy and so I utilise my autoethnographic '[Dr. YouTube](#)' channel to these ends (1000+ subscribers, 50,000+ video views). As well as sharing what life is like as a PhD researcher in fieldwork and life vlogs, and livestreaming LSE Digital Ethnography Collective workshops, I have three ongoing series:

- [PhD Advice](#), in which I give advice to current and prospective PhD researchers about applications, mental health, funding, the pros and cons of pursuing an academic career etc.
- [Chats with Academics](#), in which I sit down with other academics (usually Internet researchers) and discuss their research for a public audience
- [Chats with YouTube Experts](#), in which I sit down with industry professionals and journalists to discuss the current state of YouTube culture and the online video industry for a public audience

STUDENT REPRESENTATIVE

PhD Media & Communications LSE (2017-2021)

MA Digital Media Goldsmiths (2015-2017)

BA Social Anthropology SOAS (2010-2013)

EVENTS

- 2023 ALGORITHMS FOR HER 2 | CONFERENCE CO-ORGANISER**
UNIVERSITY OF SHEFFIELD
Co-organiser of this two-day feminist media studies conference, involved in all aspects including writing CFP, comms for the event and reviewing submissions.
- 2020 LOOKING FORWARD, LOOKING BACK: DIGITAL ETHNOGRAPHY IN 2020 | CONFERENCE ORGANISER**
LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE (LSE)
LSE Digital Ethnography Collective Association of Internet Researchers Satellite Event
[POSTPONED DUE TO COVID-19]
- 2020 ASSOCIATION OF INTERNET RESEARCHERS: LIFE(ONLINE) | CONFERENCE CO-ORGANISER**
The Association of Internet Researchers (AoIR) Annual Conference. This conference suddenly switched to a virtual format due to COVID-19, and consequently the organization of the conference became the responsibility of the AoIR Executive Committee, rather than the local conference committee. As a member of the Workflow and Social Event committees I was responsible for organising the video submissions for the conference: figuring out a workflow, reviewing videos, managing YouTube uploads, curating playlists.
- 2019 DISRUPTION: TRANSITION AND TRANSFORMATION | CONFERENCE CO-ORGANISER**
LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE (LSE)
LSE Department of Media and Communications PhD Symposium. Involved in comms for the event, reviewing submissions and social media on the day.

OTHER SKILLS

Photoshop, Final Cut Pro video editing, producing audiovisual media, Excel spreadsheets, diary management

REFERENCES

Professor Sonia Livingstone (supervisor)
Dept. Media & Communications
London School of Economics Communication
Houghton St, London WC2A 2AE
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Professor Sarah Banet-Weiser (ex-supervisor)
Annenberg Center for Collaborative Research
Annenberg School for Communication
3620 Walnut Street, Philadelphia PA 19104
Email: sarah.banetweiser@asc.upenn.edu